

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting Regular Full-Time opportunity as an **Administrative and Patient Flow Supervisor (Competition #107.18)** exists in the Surgical Services Department reporting to the Clinical Manager.

Summary of Duties, but not limited to:

Operations

- Evaluates clinical productivity and revises or develops new procedures and forms to improve efficiency and workflow as recommended by the Quality Operations Advisory Committee. Will provide any required training to staff on the changes that are being implemented.
- In collaboration with the appropriate team members, will conduct metric evaluation of established "Clinic Standards" to provide the Clinical Manager and Director specific data related to clinic flow activities, registration, and scheduling
- Utilizing the EMR system, independently monitors work queues, referrals to the Health Disciplines, fax queues, letter pools, patient advice, scheduling requests from the Health Disciplines/Nursing/Physicians
- Manages and monitors the master clinic schedule for the Program and/or the specific clinical floor for the Physicians, Health Disciplines, and RN/APN/NP
- Oversees the specific standard physician and HD/RN scheduling template
- Oversees the room management process flow as established per clinical floor for the Clinic Aide, HCA, Volunteers
- Ensures that patients are updated as to appointment wait time while in the waiting room area
- Ensures that floor rounds are conducted on a regular basis throughout the day
- Resolves issues related to accessing patient health files at off-site storage (internal and external)
- Ensures non OHIP billing is processed appropriately
- Identifies patients without OHIP coverage or primary care physician; reviews with Clinical Manager to determine actions
- Coordinates program activities with other departmental customers (internal and external clinics, physicians' offices and hospitals)
- Reviews master schedule change requests; facilitates changes in collaboration with Clinical Manager
- Oversees staff schedules to ensure staff coverage
- Reassigns Clerical staff due to workload or sick calls when required

Education and Training

- Provides training/coaching to Clerical staff to improve customer service, efficiency and professional growth
- Provides orientation to clinic to all new staff and training for specific job duties, safety procedures and hospital policies for new Clerical staff
- Responsible for implementation and training of staff in new programs and/or office procedures (i.e. appointment scheduling system in all clinic areas)
- In collaboration with the Clinical Manager, ensures that Clerical staff have a customer approach for patients that reflects the mission, vision and values of the organization

Quality and Patient Safety

- Identifies needs, analyzes and recommends service improvements
- Investigates patient complaints in order to report important information to the clinical manager and patient relations
- First line response to patient complaints and reports status of situation to Clinical Manager

Leadership

- Monitors attendance for Clerical staff according to hospital policy and informs manager of follow-up requirements
- Provides direct supervision to all Clerical staff and Volunteers for all respective clinical programs
- Participates in the recruitment process for Clerical staff
- Reviews and maintains Clerical staff department files to ensure completeness and accuracy
- Provide regular feedback to Clerical staff regarding achievement of goals as established during performance reviews
- Documents Clerical staff performance issues and participates in performance planning and disciplinary meetings
- Fosters collaboration by promoting cooperative goals and building trust in one on one and/or team meetings
- Recognizes contributions of staff by showing appreciation for individual and team excellence in one on one and team meetings
- Develops competence and confidence of staff with appropriate delegation and support
- Completes payroll data entry
- Provides relevant and timely documentation with respect to patient and staffing issues

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- Community College Diploma in Administration, Business, and/or equivalent field
- Previous perioperative/OR clerical experience
- Previous experience with PICIS or perioperative information systems preferred and EPIC
- Previous leadership or coordinator/supervisor experience in a hospital or related setting
- Previous experience in promoting staff education, learning and professional growth
- Ability to work well in a deadline-oriented customer service environment
- Strong multi-tasking, and time management skills
- Comprehensive knowledge of health care, organizational/office practices, procedures and standards required
- Excellent written and oral communication skills
- Demonstrates professional attributes: team player, leadership, problem-solving and interpersonal skills, reliable, able to multi-task and prioritize, self-motivated, efficient
- Demonstrated proficiency and accuracy using Microsoft Word, Excel and e-mail
- Demonstrated collaborative teamwork and conflict resolution skills
- Provides excellent customer service
- Knowledge of medical and surgical terminology



WOMEN'S COLLEGE HOSPITAL

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- Proven attendance record
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

POSTING DATE: May 7, 2018

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 107.18)

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.